Subject: **Engineering Information – SD Card Error Code and Message Displayed on Radio Screen and/or Instrument Cluster - Navigation System Malfunction**

Attention: **Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	**2020**	**2020**	-	-	-	-
	Encore GX						
Cadillac	XT4						
	XT5						
	XT6						
Chevrolet	Blazer						
	Camaro						
	Silverado 1500						
	Traverse						
GMC	Acadia						
	Sierra 1500						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - 3.X MID/HIGH HMI, ENHANCED CONNECTIVITY, VOICE RECOGNITION, PREMIUM SD NAV or RADIO-INFOTAINMENT SYSTEM - 3.X MID/HIGH HMI, ENHANCED CONNECTIVITY, VOICE RECOGNITION, MID SD NAV (RPOs IOT, IOU)
Condition	**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on one of the following Navigation SD Card error messages displayed on the radio screen and/or instrument cluster. - Navigation System Malfunction. - Nav SD card is not functioning properly. - Please restart Nav app to dismiss the error. - Nav SD Card has been removed. - This SD card is not valid in this vehicle for navigation. - Navigation SD Card error messages.

Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.

1. Were you able to duplicate the customer's concern?
2. What error code is being shown?
3. What error message is being shown?
4. Where is the error being shown:
    4.1. Is the error ONLY being displayed on the radio screen or is it being displayed on BOTH the radio screen and the cluster (DIC)?
5. When the error happens, does it go away on its own?
6. Are the error code and/or error message there constantly, or are they intermittent?
7. Does the message show up right after launching Navigation app in the radio screen or only after a while?
8. Does the Navigation work after the message comes up?
9. Is the card fully seated in the slot?
10. Is the SD card Lock/Unlock switch moved fully towards the card contacts, in the upward (Unlocked) position?

    Important: **DO NOT** remove the SD card with the ignition ON. This can corrupt the SD Card and cause navigation related errors.

    Important: **ONLY** remove the card with the key OFF and the driver's door open.

11. What is the vehicle radio software level?

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

– Technician name
– Dealer name and phone number
– Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2886798*	Engineering Information – SD Card Error Code and Message Displayed On Radio Screen and/or Instrument Cluster	0.4 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released May 04, 2020

Additional SI Keywords: navigation not working, navigation app, SD Card removed, SD Card warning, message on screen, general inaccuracy, SD Card missing